



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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J. TYLER MCCAULEY  
AUDITOR-CONTROLLER

September 7, 2005

TO: Supervisor Gloria Molina, Chair  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich  
*[Signature]*  
FROM: J. Tyler McCauley *[Signature]*  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – WEST COVINA  
GROUP HOMES, WEST COVINA GROUP HOMES I AND II**

We have completed a review of West Covina Group Homes I and II (Group Home or Agency) operated by West Covina Group Homes. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

West Covina Group Homes I and II are six-bed facilities, which provide care for boys ages 6 -14 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, West Covina Group Home I was providing services for six Los Angeles County DCFS children. West Covina Group Home II was providing services for four Los Angeles County DCFS children, and two San Bernardino County DCFS children.

West Covina Group Home I is located in the Fifth District. West Covina Group Home II is located in San Bernardino County.

**Scope of Review**

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the reviews cover basic child safety and licensing issues, and include an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection,

*"To Enrich Lives Through Effective and Caring Service"*

and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency was providing the services as outlined in their Program Statement. However, each Group Home has deficient areas that need to be addressed.

Both Group Homes need to maintain current and comprehensive Needs and Services Plans; and maintain documentation to show that all children are receiving identified treatment services.

West Covina Group Home I needs to secure TV cable and telephone leads to the house; replace worn toilet seats; repair the living room carpet; repair burners on the kitchen stove; replace a broken mattress; and encourage and assist children in maintaining photo albums/life books.

West Covina Group Home II needs to repair screen doors and window screens; clean and refinish cabinet doors in the kitchen; replace the broken computer desk; refinish/replace the scratched and marked desk in bedroom three; include the placement workers in developing and updating Needs and Services Plans; provide age appropriate children with emancipation and vocational training programs; and meet DCFS clothing standards for quantity.

Attached is a detailed report of the review findings.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:dl  
[http://auditor.co.la.ca.us/group\\_home.asp](http://auditor.co.la.ca.us/group_home.asp)

Attachments

c: David E. Janssen, Chief Administrative Officer  
David Sanders, Ph.D., Director, DCFS  
Paul Higa, Chief Probation Officer  
Hardip Gill, Executive Director, West Covina Group Homes  
Public Information Office  
Audit Committee

**West Covina Group Homes  
West Covina Group Home I  
1333 East Loma Vista Street  
West Covina, California 91790  
Phone: (626) 966-2299  
License Number: 191592113  
Rate Classification Level: 10**

## **I. Facility and Environment**

### **Method of assessment – Observation**

#### **Comments:**

West Covina Group Home I is located in a residential community. Overall, the exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped. However, TV cable and telephone wires are dangling from the eaves at the rear of the house.

The common quarters in the interior of the Group Home are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the toilet seats in the bathrooms are worn, and one is cracked. The living room carpet is splitting at the seam. Two burners on the kitchen stove do not light properly.

Overall, children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, a mattress in bedroom one is broken.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, VCR, and a DVD player. Books and resource materials, including two computers with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

### **Recommendations**

#### **1. West Covina Group Homes Management:**

- a. Securely attach the TV cable and telephone wiring to the house.**
- b. Replace the worn and damaged toilet seats.**

- c. Repair/replace the split carpeting in the living room.
- d. Repair the burners on the kitchen stove.
- e. Replace the broken mattress in bedroom one.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. One child has a current NSP; however, the other child does not. The NSPs are not comprehensive, and do not provide the children with clear methods by which to obtain their goals.

One child's case file reflects adequate documentation to show that the child is receiving treatment services as identified in his NSP; however, the other child's case file does not.

## **Recommendations**

### **2. West Covina Group Homes Management:**

- a. Maintain current NSPs for all children.
- b. Develop comprehensive NSPs that have clear, detailed, measurable, and achievable long and short term goals.
- c. Ensure that the case files reflect that children receive treatment services as identified in their NSPs.

## **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

There are no recommendations for this section.

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. Personal Rights**

**Method of assessment –Interviews with children**

**Sample size for interviews: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

**Recommendations**

**There are no recommendations for this section.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 3. West Covina Group Home Management encourage and assist children in creating and maintaining photo albums/life books.**



**West Covina Group Homes  
West Covina Group Home II  
4041 Carroll Court  
Chino, California 91710  
Phone: (909) 591-2598  
License Number.: 360910281  
Rate Classification Level: 10**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

West Covina Group Home II is located in a residential community. The front and back yards are clean, and adequately landscaped. However, the sliding screen door to the patio is torn and is off the door frame.

The common quarters in the interior of the Group Home are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen cabinet surfaces are dirty and worn, and the computer table is broken.

Children's bedrooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate. However, the desk in bedroom three is scratched and worn. Window screens in bedroom one are missing, and window screens in bedroom two and the children's bathroom are bent and broken.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendations**

**1. West Covina Group Homes Management:**

- a. Repair/replace the damaged patio door screen.**
- b. Clean and refinish the kitchen cabinets.**
- c. Replace the broken computer table.**

- d. Replace the worn and damaged desk in bedroom three.
- e. Repair/replace broken, damaged, and missing window screens throughout the house.

## **II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

Children meet the Group Home's population criteria as outlined in their Program Statement.

Children are assessed for needed services within thirty days of placement.

The placement workers are not included as part of the treatment team in developing and implementing the Needs and Services Plans (NSPs). One child has a current NSP; however, the other child does not. The NSPs are not comprehensive, and do not provide the children with clear methods by which to obtain their goals.

One child's case file reflects adequate documentation to show that the child is receiving treatment services as identified in his NSP; however, the other child's case file does not.

## **Recommendations**

### **2. West Covina Group Homes Management:**

- b. Maintain current NSPs for all children.
- c. Develop and implement NSPs with input from placement workers.
- d. Develop comprehensive NSPs that have clear, detailed, measurable, and achievable long and short term goals.
- e. Ensure that the case files reflect that children receive treatment services as identified in their NSPs.

### **III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

However, children are not provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

3. West Covina Group Homes Management provide age appropriate children with opportunities to participate in emancipation and vocational programs.

### **IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

## **V. Psychotropic Medication**

### **Method of assessment – Review of relevant documents**

#### **Comments:**

According to the Agency's management, there are currently no children receiving psychotropic medications. This information is appropriately documented.

Children are aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment –Interviews with children**

#### **Sample size for interviews: Two**

#### **Comments:**

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice. One child has never asked to attend a religious service and does not know if he could attend.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size for interviews: Two**

### **Comments:**

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality. However, both children are in need of slippers.

The Group Home provides children with the required minimum base allowance. Children are permitted to spend their allowances as they choose.

The Group Home provides children with adequate personal care items.

Children are encouraged and assisted in creating and maintaining photo albums/life books.

### **Recommendation**

- 4. West Covina Group Homes Management provide each child with sufficient clothes to meet DCFS clothing standards for quantity.**

**WEST COVINA GROUP HOME I**  
**1333 East Loma Vista Street**  
**West Covina, CA 91790**  
**626-966-2299**

**License: 191592113**

July 15, 2005

Clara Carr  
Group Home Ombudsman  
Department of the Auditor Controlled  
Kenneth Han Hall of Administration  
500 W. Temple Street, Room 515-A  
Los Angeles, CA 90012

Dear Ms. Carr,

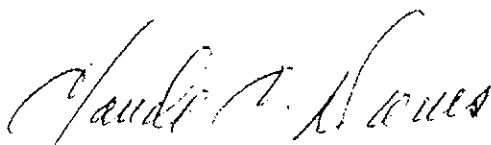
We are pleased to respond to your letter of June 17, 2005 pertaining to the group home monitoring audit conducted at our facility. Our Corrective Action Plan is outlined below.

**CORRECTIVE ACTION PLAN**

<b>County Recommendation</b>	<b>Current Status</b>	<b>Comments</b>
<b>Facility and Environment</b>		
1. Securely attach dangling and lose TV Cable and telephone wiring to the house	<b>Completed:</b> All wires securely attached to the house	
2. Replace worn and damaged toilet seats	<b>Completed:</b> New toilet seats purchased and installed	
3. Repair/replace the split carpeting in the living room.	<b>Completed:</b> New carpeting installed in the living room.	
4. Repair the burners on the kitchen stove	To be Completed by July 30, 2005	Burners will be repaired by July 30, 2005
5. Replace the broken mattress in bedroom one.	<b>Completed:</b> New mattress was purchased and installed in bedroom one.	

<b>Program Services</b>		
1. Maintain current NSP for all children	<b>Completed:</b> NSP's have been incorporated into the Quarterly Reports and they are updated every three months.	
2. Ensure the case files reflect that children receive treatment services as identified in their NSP's.	<b>Completed:</b> The case files have been updated to reflect treatment services as identified in their NSP's..	
<b>Educational and Emancipation Services</b>	There were no recommendations for this section.	
<b>Recreation and Activities</b>	There were no recommendations for this section.	
<b>Psychotropic Medication</b>	There were no recommendations for this section.	
<b>Personal Rights</b>	There were no recommendations for this section.	
<b>Clothing and Allowance</b>		
1. West Covina Group Home Management encourage and assist each child in creating and maintaining a life book.	To be Completed by July 30, 2005	Life books will be updated on each child by July 30, 2005, and maintained (updated) on a monthly basis.

Sincerely,



Claude C. Davis, MA, Administrator

**WEST COVINA GROUP HOME II**  
**4041 Carroll Court**  
**Chino, CA 91710**  
**909-591-2589**

**License: 360910281**

July 15, 2005

Clara Carr  
Group Home Ombudsman  
Department of the Auditor Controlled  
Kenneth Han Hall of Administration  
500 W. Temple Street, Room 515-A  
Los Angeles, CA 90012

Dear Ms. Carr,

We are pleased to respond to your letter of June 17, 2005 pertaining to the group home monitoring audit conducted at our facility. Our Corrective Action Plan is outlined below.

**CORRECTIVE ACTION PLAN**

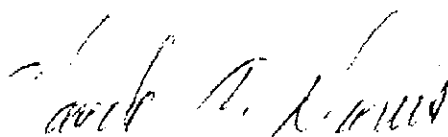
<b>County Recommendation</b>	<b>Current Status</b>	<b>Comments</b>
<b>Facility and Environment</b>		
1. Repair/replace damaged screen on patio door	To be Completed by July 30, 2005	Repair/replace damaged screen on patio door will be completed by July 30, 2005
2. Clean and refinish the kitchen cabinets.	<b>Completed:</b> Kitchen cabinets have been thoroughly cleaned.	
3. Replace the broken computer table.	<b>Completed:</b> A new desk was installed.	
4. Replace the worn and damaged desk in bedroom three.	To be Completed by July 30, 2005	Replace the worn and damaged desk in bedroom three will be completed by July 30, 2005



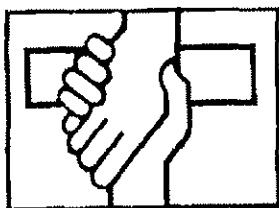
5. Repair/replace broken, damaged and missing window screens throughout the house.	To be Completed by July 30, 2005	Repair/replace broken, damaged and missing window screens throughout the house will be completed by July 30, 2005
<b>Program Services</b>		
1. Accept children who meet the group home's population criteria as outlined in their program statement	<b>Completed.</b> Letter, attachment, sent to Los Angeles County requesting change in program statement to reflect the ages of children authorized for admission (8 to 18 years)	
2. Maintain current NSP's for all children	<b>Completed:</b> NSP's have been incorporated into the Quarterly Reports and they will be updated every three months.	
3. Develop and implement NSP's with input from the placement workers.	<b>Completed:</b> NSP's are now including "input" from placement workers.	
4. Develop and implement NSP's that have detailed, measurable and achievable long and short term goals.	<b>Completed:</b> NSP's have been incorporated into the Quarterly Reports and they contain detailed, measurable and achievable long and short term goals.	
5. Ensure the case files reflect that children receive treatment services as identified in their NSP's.	<b>Completed:</b> The case files have been updated to reflect treatment services as identified in their NSP's.	

<b>Educational and Emancipation Services</b>	There were no recommendations for this section.	
1. West Covina Group Home Management provide age appropriate children with opportunities to participate in emancipation and vocational programs.	<b>Completed:</b> West Covina Group Home Management provides age appropriate children with opportunities to participate in emancipation and vocational programs.	
<b>Recreation and Activities</b>	There were no recommendations for this section.	
<b>Psychotropic Medication</b>	There were no recommendations for this section.	
<b>Personal Rights</b>	There were no recommendations for this section.	
<b>Clothing and Allowance</b>		
1. West Covina Group Home Management provides each child with sufficient clothing to meet DCFS clothing standards for quantity.	To be Completed by July 30, 2005	West Covina Group Home Management will provide each child with sufficient clothing to meet DCFS clothing standards for quantity by July 15, 2005. Specifically to ensure that each child has one pair of slippers.

Sincerely,



Claude C. Davis, MA, Administrator



**WEST COVINA GROUP CORP.**

Attachment

Page 6 of 6

1333 LOMA VISTA  
WEST COVINA, CA 91790  
(626) 966-2299  
FACILITY #191592113

4041 CARROLL COURT  
CHINO, CA 91710  
(909) 591-2589  
FACILITY #360910281

July 20, 2005

County of Los Angeles  
Department of Children and Family Services  
Contract Administration  
425 Shatto Place, Room 400  
Los Angeles, CA 90020  
Attention: Mr. Walter Chan

Subject: Request to update Program Statement

Dear Mr. Walter Chan:

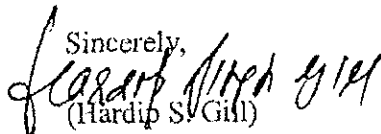
We were recently notified that our current program plan has an omission that must be corrected. We are requesting that you make a minor change in our program plan, specific to the ages of children we accept in our group homes.

The California Department of Social Services, Community Care Licensing Division had approved our request, in mid 2004 to modify the ages of children we accept from 6 to 14 to 8 to 17 years of age. Please update our program plan so that it contains this current information.

Attached is a copy of Group Home Program Statement Section 1 & 2 for your information.

We are also requesting that you please send us a letter confirming that the above change has been made.

Any questions, please call me at (626)966-2299.

Sincerely,  
  
(Hardip S. Gill)  
Executive Director